

CHECK-OUT: PAYING THE BILL

UNIT 8



REVISION

Check-out (the guest's actions):

- to review the account
- to pay any outstanding account balance
- to return the key (card)
- to get the invoice

REVISION

Check out (the receptionist's actions):

- to check for mail, messages; if the safe deposit box is empty etc.
- to check the account balance
- to make the final account (also check if the mini bar, restaurant services etc. were used)
- to establish the method of paying and accept payment
- give the invoice to the guest
- to take the key (card) from the guest
- to thank the guest
- to change the status of the room

What questions did the receptionist ask before giving the bill to the guest? Why?

What method of payment was used in each case?

DIALOGUE 1

A: Good morning, madam. May I help you?

B: Yes, I'd like to check out now.

A: What's your room number?

B: 221.

A: Just a moment, please. I'll check the files. Are you Mrs Wilson?

B: Yes, I am.

A: Did you have breakfast this morning?

B: Yes, I did, but I paid cash for it.

A: Here is your **bill**. That'll be 120 pounds. Service and VAT are included. How would you like to pay?

B: I'm paying in cash. Do you accept euros?

A: Yes, we do. The total in euros is just there.

B: Here you are.

DIALOGUE 2

I'm leaving now. My name is Mr. Fischer. I was in room 360.

Let me see. The **invoice** for your room and meals goes directly to your company.

Yes, that's right.

Here's your bill for the extras. Did you make any phone calls from your room?

Yes, I did.

Just a moment. I'll have to check with the operator.

Here is your bill, sir. Would you like to check it?

What is this amount for?

We had to **charge** you for the broken lamp.

Oh, yes, I quite forgot. Can I pay with traveller's cheques?

Certainly. Here's your **receipt**. Thank you.

DIALOGUE 3

Good morning. We're checking out now. Could we have the bill for room 235? I asked for it to be prepared.

Yes, your bill is ready for you, Mr Hieber. Here you are. Everything is **itemised**: your room, meals, phone calls, pay-per-view, and the minibar.

I don't understand. What's this for?

That's for the drinks you ordered from your room.

Do you take credit cards?

Yes, we do. What kind have you got?

American Express.

Can you sign here, please? Thank you. Here's your receipt. We hope to see you again, Mr Hieber. Have a nice trip.

DIALOGUE 4

Can I have my bill, please?

Yes, of course, Mr. Mansini. Here you are. The individual charges are itemised and the receipts are here.

OK. Let me see : What is SPORTS?

Did you play tennis on the 7th?

Yes, I did.

The charge is for the hire of the tennis court and tennis equipment.

Oh, yes, though I thought it was free.

No, I'm afraid not. The receipt here shows that you played tennis for two hours.

Right. Good. Here's my Visa card.

Thank you very much, Mr. Mansini. Could you just sign here, on the bottom line? Thank you. I hope you enjoyed your stay with us.

I did, yes. Thank you.

We hope to see you again. Have a nice journey.

Thank you.

DIALOGUE 5

Good evening, Mr Stein.

Good evening. I'm leaving the hotel very early tomorrow. Can I check out and pay my bill in the morning?

What time are you leaving?

At 5 o'clock. My flight leaves at 8 o'clock.

Well, it would be best if you could settle your bill tonight.

All right. And could you book me a taxi to the airport, please?

Certainly. For 5 o'clock?

invoice

- list of things provided, together with their cost, for payment at a later time

VAT Value Added Tax

- a type of tax in European countries which is paid by the person who buys goods and services

itemise (UK) / itemize (US)

- to list things separately, often including details about each thing

traveller's cheque (UK)
/ traveller's check (US)

a cheque that you buy from a bank or a travel company and that you can use as money or exchange for the local money of the country you visit

pay-per-view
(also PPV)

a system for television in which viewers pay for particular programmes which they watch

voucher

a piece of paper that can be used to pay for particular goods or services or that allows you to pay less than the usual price for them

ASKING THE GUEST FOR HIS NAME AND ROOM NUMBER

What's your room number?

Were you in room 125?

Can you give me your room number, please?

ASKING THE GUEST ABOUT ADDITIONAL RECENT CHARGES AND POSTING THEM TO THE ACCOUNT

Did you have breakfast this morning?

Did you make any phone calls from your rooms?

How many phone calls did you make?

PRESENTING THE ACCOUNT TO THE GUEST FOR REVIEW

Here's your bill. Would you like to check it through?

Would you like to check and see if the amount is correct?

The individual charges are itemized and the receipts are here.

The total amount is/That will be 450 dollars.

Services and VAT are included.

EXPLAINING THE BILL ITEM BY ITEM

That's for the phone calls you made.

That's for the ... you ordered from your room.

We had to charge you for the broken lamp.

ESTABLISHING THE METHOD OF PAYMENT

How are you paying, Mr Jones?

How are you settling your account?

How would you like to pay?

CARRYING OUT ACCOUNT PAYMENT

Here's your receipt, sir/madam.

Could you just sign here on the dotted / bottom line?

As well as...

Checking for mail etc.

Getting the room key from the guest

Updating the room status

authorization code/American plan/change/modified
American plan/invoice/denial code/expiry/gratuity

_____ the money you get back when you have paid for sth with more money than it costs.

_____ list of things provided, together with their cost, for payment at the later time

_____ something which lasts for a fixed length of time comes to an end

_____ official permission from a bank for credit card transaction

_____ when someone is not allowed credit card transaction

_____ a sum of money given as reward for a service

_____ hotel room with breakfast and another meal (lunch or dinner)

_____ when all your meals are provided at the hotel

change

invoice

expiry

authorization code

denial code

gratuity (tip)

Modified American Plan

American Plan

UK

full board

half board

expiry date

traveller's cheque

hire

check

itemise

authorisation

USA

American plan

modified American plan

expiration date

traveler's check

rent

bill

itemize

authorization

1. I have to pay my _____ now.
2. I don't have enough _____. Will you take a personal _____?
3. _____ is your receipt, madam. I hope you enjoyed your _____
4. - What is this _____ for? – That's for the phone _____ you _____ from your room.
5. We don't accept _____ cheques.
6. I'd _____ to check _____ now. I was _____ in room 210.
7. Do you accept _____ cards?
8. - What's this _____? – That's for the drinks you _____ to your room.
9. You'll have to show me your passport or other _____.
10. Here's your _____, Mr Jones. Keep it as proof of payment.
11. Could you explain the last _____ on the bill?
12. All our phone bills are _____: they record all calls and how long they were.

1. Bill
2. Cash, cheque
3. Here, stay
4. Charge, call, made
5. Traveller's
6. Like, out, staying
7. credit
8. For, ordered
9. ID
10. Invoice
11. Item
12. Itemised

put the dialogue in order (first and last are done)

Could you explain these items on my bill?

That's the usual practice. The laundry is charged separately.

Is everything OK now, madam?

Why are there two charges for dry cleaning and laundry?

I'll check again

That's the 10% service charge instead of gratuities.

Yes, our records show three phone calls overseas.

Oh, I see. Did I really make three calls overseas?

Oh, did I really?

Certainly, madam. What would you like to know?

But what's this 10%?

Yes, I think so.

1 Could you explain these items on my bill?

4 That's the usual practice. The laundry is charged separately.

10 Is everything OK now, madam?

3 Why are there two charges for dry cleaning and laundry?

11 I'll check again

6 That's the 10% service charge instead of gratuities.

8 Yes, our records show three phone calls overseas.

7 Oh, I see. Did I really make three calls overseas?

9 Oh, did I really?

2 Certainly, madam. What would you like to know?

5 But what's this 10%?

12 Yes, I think so.